



Child Welfare Monthly Report

Report Date: March 2019

The first table in this report is a monthly picture of the status of our Child Welfare SSS1 workforce. This section of the report shows a rolling 12-month trend in the current SSS1 Caseworker staffing.

SSS1 Caseworker Recruitment and Retention Efforts

MEASURES	2018											2019	12-MO
	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN ³	AVG
Total # of New SSS1 Caseworkers ¹	23	38	36	35	44	45	47	30	37	25	28	59	37.3
Total # of SSS1 Caseworker Separations	18	18	18	18	20	25	21	29	16	12	21	14	19.2
Impact on Total Caseworkers	5	20	18	17	24	20	26	1	21	13	7	45	18.1
Total # of SSS1 Caseworker Promotions ²	20	8	9	9	2	4	7	3	11	6	7	20	8.8

¹ New SSS1 Caseworkers: Hired or promoted into SSS1 position from inside or outside of DHS

² Total # of SSS1 Caseworker Promotions: Promoted into a higher position within Child Welfare, a subset of Caseworker Separations.

³ Human Resource data sourced from Workday system, starting January 2019.

January's numbers look very good, but there is an anticipated decline in February. The districts have pushed to hire and on-board staff with the expectation that delays may occur with the new Human Resource system coming on-line. In January child welfare had 79 "True Vacancies", which is being calculated by actual positions, hires and separations. While we have been excited by the statewide roll-out of the Work Day system, it has caused a three-week delay in hiring new staff. Human Resources has worked around the clock to get the new system up and running and to get staff trained on the new hiring process.

Position Authority, Workload Levels and the Caseworker Gap

	2018											2019
MEASURES	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN
100% Caseworker need (WKLD MDL)	1,825.66			1,859.01						1,845.04		
Current Position Authority (funded Level)	1,434.62	1,509.62										

The Legislature approved 186 positions for Child Welfare which have been allocated to the Districts with an equity versus equality lens. The positions are being rolled out in waves. Twenty-five (25) Case Aide positions were released April 2018, all of whom have been hired. Twenty-five additional case aides were released and hired on or before July 2018. Seventy-five (75) Social Service Specialist 1(SSS1) positions were released in waves of Twenty-five (25) on July 1, 2018, October 1, 2018 and the last 25 will be released in January 1, 2019. Four Supervisor positions will be released in July 2018, 3 in October 2018 and 3 in January 2019. Twenty-three (23) Social Service Specialists (SSAs) who provide visitation supervision and twenty-five (25) Administrative Staff (OSII's) were all released in July 2018.

These two attachments document the current state of the Child Welfare workload model with the current forecasted caseload changes as reported by the DHS Office of Forecasting, Research and Analysis. No adjustments have been made to the current caseload amounts and reflects the staffing needed to close the gap in the current state of the system. If we maintain the status quo, in July of this year, the Child Welfare system will be operating at 58% of the recommended caseload standards. The attachment also includes the plan to support the Department of Child Welfare over a five-year period as we safely reduce the workload.



CHILD WELFARE
FIELD STAFFING GAP.



MEETING IN THE
MIDDLE.docx

Foster System Capacity


Having more foster homes available will help assure a proper first-time placement for each child.

MEASURES	DESIRED DIRECTION OF CHANGE	11/2018	12/2018	1/2019	CHANGE FROM PRIOR MONTH	1/2018	CHANGE FROM PRIOR YEAR	12-MONTH TREND
# OF OPEN DHS-CERTIFIED FOSTER HOMES, BY TYPE:								
CHILD-SPECIFIC FOSTER CARE	▲	2,620	2,567	2,565	NOT IMPROVED	2,726	NOT IMPROVED	
GENERAL FOSTER CARE	▲	1,505	1,509	1,507	NOT IMPROVED	1,483	IMPROVED	
TOTAL FOSTER CARE	▲	4,125	4,076	4,072	NOT IMPROVED	4,209	NOT IMPROVED	

Safe Families:

Child Safety Team has begun reviewing training curriculum from Illinois along with developing practice and procedural guidelines for implementation of Safe Families with our Child Protective Services staff. Safe Families creates extended family-like supports for families in crisis through a community of compassionate volunteers. Safe Families will be partnering with Child Welfare in the following counties through a demonstration opportunity: Multnomah, Washington, Clackamas, Yamhill, Polk, Marion, Lincoln, Lane, Deschutes, Josephine, Jackson and Baker.

Child Abuse and Neglect

MEASURE	DESIRED DIRECTION OF CHANGE	Average of 8/18 to 11/18	Average of 9/18 to 12/18	Average of 10/18 to 1/19	CHANGE FROM PRIOR MONTH	Average of 10/17 to 1/18	CHANGE FROM PRIOR YEAR	4 MONTH ROLLING AVERAGE FOR LAST 12 MONTHS
CHILD ABUSE AND NEGLECT REPORTS:								
# OF REPORTS REFERRED FOR ASSESSMENT	▼	3,153	3,180	3,297	NOT IMPROVED	3,218	NOT IMPROVED	

Each month's data point is a moving average of four months of data.

The state has experienced a higher volume of calls this past month with ORCAH receiving 7067 calls in February, compared with 5174 in January. 6824 (calls or written reports) were processed by ORCAH staff in February 2019 and 2421 resulted in an assignment for assessment by Child Protective Services.

We have experienced a period of adjustment after taking on the work of new districts. We have fully absorbed all District Hotlines (14) and their workload except for Multnomah's. This week caught up with the ORCAH as the rest of the state returned to work after inclement weather and call volume significantly increased. With 70% of our workforce new to screening many of our screeners are in the Screening Training Academy, this allows us to get them properly trained before taking calls independently. While much of this is less than ideal, we're working towards a full rolling implementation. We know from earlier in the transition that call volume compared to staffing will even out each week. ORCAH also experienced delayed start dates for new hires and slower access to the necessary systems due to the transition of Workday. Prior to this week we've had many times of the day where callers in all queues experienced no wait time at all.



ORCAH Monthly
Workload Data Feb.2019-2020



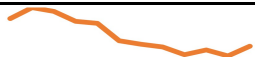


ORCAH Workload
Data 03.04-03.08.pdf

MEASURE	TARGET GOAL	DESIRED DIRECTION OF CHANGE	Q2 2018	Q3 2018	Q4 2018
RE-ABUSE: OF ALL CHILDREN WHO WERE VICTIMS OF A SUBSTANTIATED OR INDICATED REPORT OF MALTREATMENT DURING A 12-MONTH TARGET PERIOD, WHAT PERCENT WERE THE VICTIMS OF ANOTHER SUBSTANTIATED OR INDICATED MALTREATMENT ALLEGATION WITHIN 12 MONTHS OF THEIR INITIAL REPORT?	≤9.1%	▼	11.7%	11.5%	11.4%

Recurrence of Maltreatment:

Consultant case review and root cause analysis is currently underway for Districts with high recurrence rates. Individualized planning and strategies will be developed in partnership with the child safety consultants and district leadership.

Foster Care

MEASURES	DESIRED DIRECTION OF CHANGE	Average of 8/18 to 11/18	Average of 9/18 to 12/18	Average of 10/18 to 1/19	CHANGE FROM PRIOR MONTH	Average of 10/17 to 1/18	CHANGE FROM PRIOR YEAR	4 MONTH ROLLING AVERAGE FOR LAST 12 MONTHS
# OF FOSTER CARE ENTRANTS:	▼	268	260	272	NOT IMPROVED	324	IMPROVED	
# OF FOSTER CARE EXITS:	▲	334	325	312	NOT IMPROVED	320	NOT IMPROVED	
INCREASE EXITS TO ENTRIES RATIO ¹ :	▲	1.25	1.25	1.15	NOT IMPROVED	0.99	IMPROVED	

¹ EXIT TO ENTRY RATIO: A ratio of 1 indicates the number of children entering care and the number of children exiting care matches. A ratio above 1 indicates exits exceed entries and is the desired outcome. A ratio below 1 indicates entries exceed exits and is not desired.

Each month's data point is a moving average of four months of data.

Out of state youth and facilities:

We currently have 86 youth placed out of state.

Sequel is one of our out of state providers. They are adopting a restraint-free behavior management model in the Clarinda Program called Ukeru. Ukeru is the Japanese word for 'receive' and is a crisis management program, developed by and for behavioral health caregivers and educators, which is grounded in the concepts of trauma-informed care and conflict resolution. Ukeru's innovative and award winning program has helped behavioral health providers and schools. "More than the physical component of the Ukeru blocking pads, the trauma-informed system is about how you communicate when someone is in crisis, and how to provide the support, comfort and kindness that everyone needs when they're having a tough time."

As our needs for residential capacity continues to be identified and strategized, it is also a topic being discussed in the media. In response to an article today, Child Welfare received a response from a past River Rock youth:

“Personally, I was placed in this exact facility because there was absolutely nowhere else for me to go. There is such a low number in foster homes and quite frankly this “jail-like” setting became my HOME for 6 months. I wasn’t “incarcerated”, I was as free to be myself as I had ever been. Granted it wasn’t ideal and definitely not the town I wanted to be in, it made an impact on me that will never leave. Regardless of what this article says, I am one of 25 people who can actually and should actually have an opinion on what it is like there. And we got treated great. The staff are AMAZING, the program is AMAZING, etc. They do not restrict everyone. They base any therapy, guidelines, etc. based off who you are. I was living there while going to public school, having a job, hanging out with friends, and more! I have changed so much and matured so much thanks to the support I got and the relationships I built with the staff of River Rock. Of course, they aren’t perfect, but they are what saved me and many, many other foster kids who didn’t have a home. People should really stop and think about how many children were saved due to this “jail-like” facility.”



Lava-Heights-v5.pdf



CARE Flyer-v6.pdf

Social Work Month a Celebration for all Child Welfare staff:

As we celebrate Social Work month, I am excited to share with you an incredible award we give each year in memory of Tom Moan.

Tom Moan was an outstanding Oregon social worker and former deputy administrator for Child Welfare who died at the young age of 45 in 1985. Shortly after his death, friends and colleagues created the Tom Moan Memorial award to recognize the leadership and achievements of child welfare social service specialists. The award honors caseworkers who have demonstrated excellence in, and an outstanding commitment to, the field of child welfare casework, are role models and whose work is based on positive values and professional commitment.

This year’s Tom Moan Memorial Award goes to two individuals, Angela Whittaker, from District 1 in Astoria, and Brenna Mollerstrom, from District 4 in Corvallis.



Marilyn Jones and Brenna Mollerstrom

Angie Whittaker was described by her peers and community partners as an exemplary worker who demonstrates the values of compassion, tenacity, dedication, cultural competency and the ability to connect with children and families. She has a way to make others feel comfortable by not coming in with judgements. People trust her. Her calm demeanor, well-timed sense of humor, creative solutions, endless ideas and support to problem solve in some unique situations, has been valuable beyond words. A child who is in care was asked what he liked best about Angie as a caseworker and he said he felt like she “listened and understood why I was mad, even when I swore at her and said I hated DHS, she still knew I just missed my mom.”

Brenna Mollerstrom was described by the families she has worked with as someone who is thoughtful, taking time on each case to ensure children are safe and that their emotional needs are met. For example, a young man on Brenna’s caseload presented as very angry at the world and initially would not engage. Brenna spent hours with this young man to help him process his emotions and explain what was happening. Brenna worked diligently to help find a placement for this child and told him that she would not leave his side until a placement could be found. She spent three days together with him until a placement was found. Months later this child visited Brenna to thank her and said his life was forever changed in a positive way because of Brenna’s tireless support.

Well done Angie and Brenna!

The dedicated staff who work in Child Welfare should all be commended. You meet people when they are in crisis; you navigate multiple agency systems to support children and families; you work tirelessly behind the scenes in ways many will never know. For that I thank you.

If you would like to know more about the [Tom Moan Memorial Award](#), please visit the website.



Angie Whittaker and Marilyn Jones

Honoring Social Work Month

In this line of work, you don't hear the words "thank you" nearly enough.

Today we want to say just that.

Thank You.

<https://youtu.be/3AabiFu23kY>

We appreciate you and your work doesn't go unnoticed.

Happy Social Work Month!

Other Important News and Great Work:

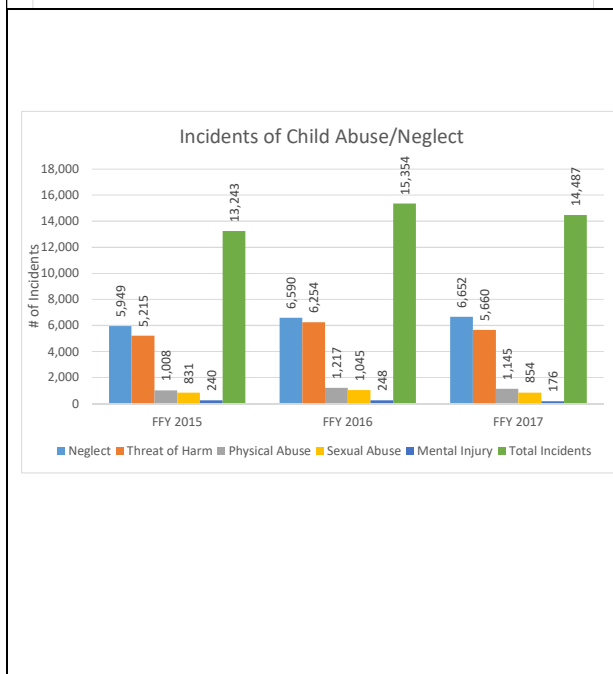
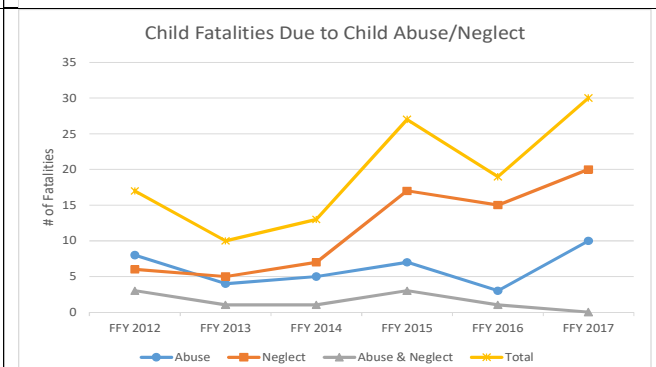
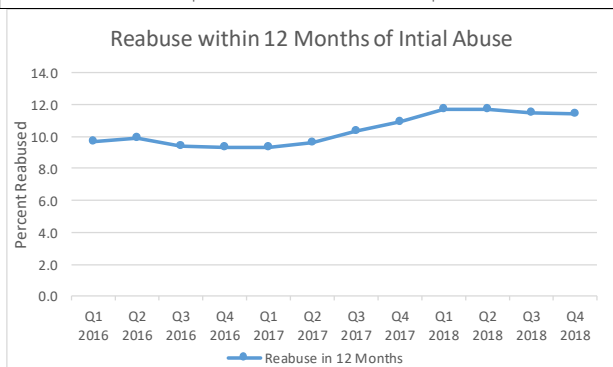
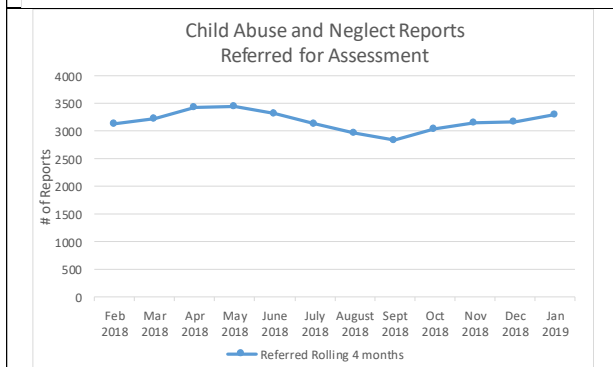
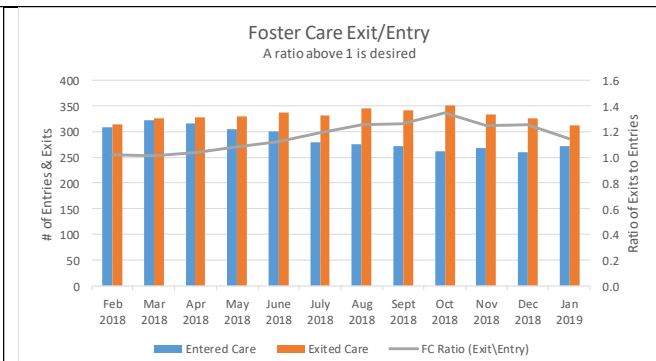
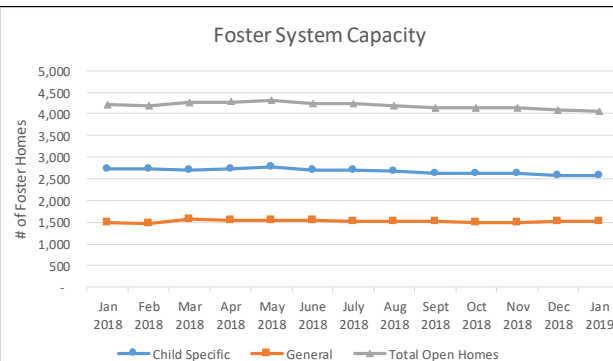
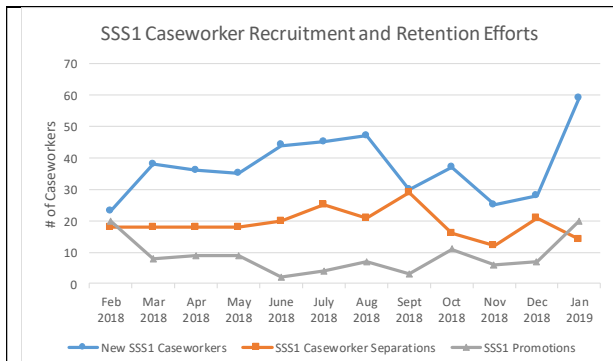
Suicide Prevention Work:

Child Safety Team sent two Consultants to the Oregon Suicide Prevention Conference in Sunriver, OR March 13th -15th. This was an excellent opportunity to continue on our path to reducing suicides with children and adolescents who come into contact with Child Welfare. This conference provided our team members wonderful opportunities for networking, skill building and community collaboration. The consultants will be providing a transfer of learning opportunity with the entire team on March 20th.

QPR (Question, Persuade, Refer) Suicide Prevention Train the Trainer is set to occur on April 2, 3 and 4th for child safety and permanency consultants, MAPS and Supervisors for a total of 120 employees. Following the training, participants will be tested and certified to train staff and community partners around the state. This program is designed to teach lay and professional "gatekeepers" the warning signs of suicide crisis and how to respond.

Our Overdue Blitz is over!

In the past year with great effort and sacrifice our team was able to get our Overdue assessments from approximately 14,000 to 4,129 as of March 15, 2019. We've made sure that all of our districts were left with new practice tools, sustainability plans, and clinical supervision



Reasons Children Enter Foster Care FFY 2015 to FFY 2017

(includes all types of foster care)

Removal Reason	FFY 2016		FFY 2017		Change from Prior Year
	Number	% of Entrants	Number	% of Entrants	
Neglect Abuse	2,708	71.1%	2,856	70.3%	-
Parent Drug Abuse	1,880	49.4%	2,113	52.0%	+
Inadequate Housing	578	15.2%	698	17.2%	+
Domestic Violence	463	12.2%	622	15.3%	+
Inability To Cope	653	17.1%	566	13.9%	-
Physical Abuse	502	13.2%	557	13.7%	+
Parent Alcohol Abuse	359	9.4%	535	13.2%	+
Incarceration Of Parent	420	11.0%	413	10.2%	-
Child Behavior	286	7.5%	282	6.9%	-
Sex Abuse	166	4.4%	210	5.2%	+
Abandonment	138	3.6%	125	3.1%	-
Child Drug Abuse	38	1.0%	62	1.5%	+
Death Of Parent	27	0.7%	42	1.0%	+
Child Alcohol Abuse	22	0.6%	23	0.6%	=
Relinquishment	8	0.2%	13	0.3%	+
Child Disability	52	1.4%	-	0.0%	n/a
Total Foster Care Entrants	3,808		4,065		